

SAMPLESAMPLE**SAMPLE**

**NOTE: This Certificate of Service is provided as a SAMPLE only incorporating narrative monthly reporting on performance and acceptance of services (for DD250 purposes)—
tailor as appropriate**

FROM: Chief Quality Assurance Evaluator/Functional Area Chief

TO: Procuring Contracting Officer
Administrative Contracting Officer
Program Requirements Manager
Quality Assurance Specialist
Property Specialist
_____(Contractor)

**TAILOR THE
ADDRESSEE LIST AS
APPLICABLE FOR YOUR
CONTRACT**

SUBJECT: Contract No. _____, Certificate of Service (COS) (Insert period covered)
(The COS shall be completed at the end of each month and submitted not later than the tenth working day of the following closeout. Submit a draft copy to the ACO and contractor for review and comment prior to finalizing.)

NOTE: The Certificate of Service is issued to accomplish the following:

- a) Satisfy Federal requirements to maintain documentation of contractor performance compared to contract requirements.
- b) To satisfy QAE contractor performance reporting requirements.
- c) Provide a monthly assessment of contract performance which can be compiled as necessary to satisfy Award Fee Board, when applicable, and Past Performance Information Program reporting requirements

Contract Quality Assurance: _____ **Acceptance** has been made by me or under my supervision and they conform to the contract, except as noted herein or on supporting documents.

SECTION I: RATING OF EACH EVALUATION AREA AND SIGNIFICANT ITEMS RELATED TO PERFORMANCE: Rate the contractor in each of the following Evaluation Areas:

A) Quality of Product or Service. Assess the contractor's conformance to contract requirements, specifications and standards of good workmanship (e.g., specified technical, professional, environmental, or safety and health standards). List and assess any sub-elements to indicate different efforts where appropriate. For example: Are reports/data accurate? Does the service provided meet the specifications of the contract? Does the contractor's work measure up to commonly accepted technical or professional standards? Assess the degree of Government direction required to solve problems that arise during performance.

B) Schedule. Assess the timeliness of the contractor against the completion

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of the contract, task orders, milestones, delivery schedules, and administrative requirements (e.g., efforts that contribute to or effect the schedule variance). This assessment of the contractor's adherence to the required delivery schedule should include the contractor's efforts during the assessment period that contributes to or effect the schedule variance. This element applies to contract closeout activities as well as contract performance. Instances of adverse actions such as the assessment of liquidated damages, or issuance of Cure Notices, Show Cause Notices, and Delinquency Notices are indicators of problems which may have resulted in variance to the contract schedule and should therefore be noted in the evaluation.

C) Cost Control.. Assess the contractor's effectiveness in forecasting, managing, and controlling contract cost. For example, does the contractor keep within the total estimated cost (what is the relationship of the negotiated costs and budgeted costs to actuals)? Did the contractor do anything innovative that resulted in cost savings? Were billings current, accurate and complete? Are the contractor's budgetary internal controls adequate?

D) Business Relations. Assess the integration and coordination of all activity needed to execute the contract, specifically the timeliness, completeness and quality of problem identification, corrective action plans, proposal submittals, the contractor's history of reasonable and cooperative behavior (to include timely identification and resolution of issues in controversy), and customer satisfaction
Is the contractor oriented toward the customer? Is interaction between the contractor and the government satisfactory, or does it need improvement? Also, in making the assessment, include the adequacy of the contractor's accounting, billing, and estimating systems; and the contractor's management of Government Property (GFP), if a substantial amount of GFP has been provided to the contractor under the contract.

E) Management of Key Personnel). Assess the contractor's performance in selecting, retaining, supporting, and replacing, when necessary, key personnel.
For example, how well did the contractor match the qualifications of the key position, as described in the contract, with the person who filled the key position? Did the contractor support key personnel so they were able to work effectively? If a key person did not perform well, what action was taken by the contractor to correct this? If a replacement of a key person was necessary, did the replacement meet or exceed the qualifications of the position as described in the contract schedule?

Rating Criteria: For contractor performance rating purposes, the following rating criteria will be used "Exceptional", "Very Good", "Satisfactory", "Marginal", or "Unsatisfactory". Definitions are provided below. A SOW reference and examples of performance must be included for any evaluation area rated other than satisfactory. This information simplifies the verification process for reviewers and when necessary, hastens corrective action by the contractor. When determining ratings take into consideration all sources of contract performance indicators, e.g., IG reports, results of

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contractor self inspections, safety inspections, MQAE Audit reports, DCMA Property Audits, etc. This section may also include comments regarding contract performance issues beyond the control of the contractor, comments regarding progress, and other performance related comments.

Exceptional. Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

Note: To justify an Exceptional rating, you should identify significant events in the evaluation area and state how it was a benefit to the GOVERNMENT. However a singular event could be of such magnitude that it alone constitutes an Exceptional rating. Also there should have been NO significant weaknesses identified.

Very Good. Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.

Note: To justify a Very Good rating, you should identify a significant event in the evaluation area and state how it was a benefit to the GOVERNMENT. Also there should have been NO significant weaknesses identified.

Satisfactory. Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

Note: To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract. Also there should have been NO significant weaknesses identified. Per DoD policy, a fundamental principle of assigning ratings is that contractors will not be assessed a rating lower than Satisfactory solely for not performing beyond the requirements of the contract.

Marginal. Performance does not meet some contractual requirements. The contractual performance of the evaluation area being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.

Note: To justify Marginal performance, you should identify a significant event in the evaluation area that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., AF

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Form 370 Corrective Action Request; IG, ECAMP, MQAE, etc. Inspection Report, or letter).

Unsatisfactory. Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the evaluation area being assessed contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.

Note: To justify an Unsatisfactory rating, you should identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. However, a singular problem could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g. AF Form 370 Corrective Action Request; IG, ECAMP, MQAE, etc. Inspection Report; or letter).

Note 1: N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation

SECTION II: CORRECTIVE ACTION REQUESTS (AF FORM 370)

Initiated during the reporting period: _____ (Include AF Form 370 control number)

Remaining open from previous period with action pending: _____ (Include AF Form 370 control number, and estimated completion date discrepancy will be resolved)

Closed during the reporting period: _____ (Include AF Form 370 control number and completion date discrepancy was resolved.)

SECTION III: ADDITIONAL CQAE/FAC COMMENTS: (Miscellaneous comments and/or concerns. Also include any comments on issues that could become potential deficiencies. Consider including past-performance type information that is not captured elsewhere.)

SECTION IV: List of QAE'S: (List of QAEs including names, position, SOW/functional area evaluated, duty phone, and DEROS. Identify changes since the last COS in italics.)

(CQAE/FAC signature block and signature)
DATE